



Los Angeles County AUDIT COMMITTEE

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February 6, 2007

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, CA 90012

Dear Supervisors:

COMMISSION REVIEW PROCESS--SUNSET REVIEW FOR THE CHILD SUPPORT ADVISORY BOARD

(ALL DISTRICTS AFFECTED) (3 VOTES)

IT IS RECOMMENDED THAT YOUR BOARD:

Approve extension of the sunset review date for the Child Support Advisory Board to December 31, 2011.

PURPOSE OF RECOMMENDED ACTION/JUSTIFICATION:

The sunset review date for the Child Support Advisory Board was inadvertently allowed to expire on December 31, 2005. Since such date, the Board has continued to appoint and reappoint members to the Child Support Advisory Board. Therefore, it is necessary for the Board to extend the sunset review date as requested by the Audit Committee to December 31, 2011.

On December 1, 1994, the Audit Committee submitted its initial report in response to your Board's instruction to review the effectiveness of County commissions, committees and task forces defined under Chapters I and IV of the Los Angeles County Committee Book. Consistent with your Board's instructions, the Audit Committee is submitting the results of the evaluation of the Child Support Advisory Board (CSAB) performed by the Auditor-Controller, and the recommendations from the Audit Committee for further action by your Board.

During this review period, the Commission collaborated with the Child Support Services Department (CSSD) management to design a Problem Identification Program (PIP) to identify and help resolve CSSD case processing problems. The Commission participated in a customer service committee that reviewed CSSD's timeliness and effectiveness in handling incoming inquiries and complaints. The results included improved training and phone call response time at CSSD. Identified that not all Department of Public Social Services (DPSS) cases that were eligible for child support were being referred to CSSD. The two departments made significant improvements to the referral interface based on the CSAB's problem identification.

Monitored, reviewed and provided recommendations to CSSD and the Board on the status of federal and State performance improvement measures and submitted semi-annual reports to the Board detailing CSSD's performance, staffing levels, weaknesses and accomplishments.

FISCAL/FINANCING IMPACTS:

None.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS:

The CSAB, formerly the Family Support Advisory Board, was established by the Board of Supervisors by Board Order 86 on May 20, 1989. The Board-approved sunset review date for the Commission was December 31, 2005.

The CSAB is responsible for working with CSSD to improve client services and meet the performance standards set by the State and the Federal government. In addition, the CSAB reviews issues referred to it by the Board, and reports to the Board on the status of County Child support services and on ways to improve the efficiency and effectiveness of CSSD operations.

The Commission consists of 17 members, two appointed by each Supervisor; the Director of Public Social Services; Director of Child Support Services Department; presiding judge of the Los Angeles Superior Court; Director of Children and Family Services; Chief Information Officer; State Franchise Tax Board (Ex-Officio); and California Department of Child Support Services (Ex-Officio) .

IMPACT ON CURRENT SERVICES (OR PROJECTS):

Extending the sunset review date will allow this body to continue to monitor and make recommendations to facilitate the transition of CSSD's collection and disbursement function to the State Disbursement Unit; measure the effectiveness of the Business Process Redesign Program, which is intended to improve case management, work with CSSD to improve the process for locating non-custodial parents' residences; and use the data generated by CSSD's Quality Assurance Performance Improvement Unit to identify weaknesses in case processing and recommend changes that could improve child support collections.

Respectfully submitted,


LOUISA OLLAGUE
Chairperson, Audit Committee

C: Chief Administrative Office
Executive Officer of the Board of Supervisors
Commission Services
County Counsel

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Auditor-Controller
Chair, Child Support Advisory Board
Director, Child Support Services Department



J. TYLER McCaULEY
AUDITOR-CONTROLLER

**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

KENNETH HAHN HALL OF ADMINISTRATION
500 WEST TEMPLE STREET, ROOM 525
LOS ANGELES, CALIFORNIA 90012-2766
PHONE: (213) 974-8301 FAX: (213) 626-5427

September 13, 2006

AGENDA ITEM V f
SEP 21 2006

TO: Audit Committee

FROM: J. Tyler McCauley *tm*
Auditor-Controller

SUBJECT: **SUNSET REVIEW FOR THE LOS ANGELES COUNTY CHILD
SUPPORT ADVISORY BOARD**

RECOMMENDATION

The Audit Committee recommend to the Board of Supervisors (Board) to extend the Los Angeles County Child Support Advisory Board's sunset review date to December 31, 2011.

BACKGROUND

The Child Support Advisory Board (CSAB), formerly the Family Support Advisory Board, was established by the Board of Supervisors by Board Order 86 on May 20, 1989. The most recent sunset extension was approved in July 2002.

The CSAB is responsible for working with the Child Support Services Department (CSSD) to improve client services and meet the performance standards set by the State and the federal government. In addition, the CSAB reviews issues referred to it by the Board, and reports to the Board on the status of County child support services and on ways to improve the efficiency and effectiveness of CSSD operations.

The CSAB consists of seventeen members as follows:

- Two members nominated by each Supervisor
- Director of the Department of Public and Social Services, or a designee
- Director of the Child Support Services Department
- Presiding Judge of the Los Angeles Superior Court
- Director of the Department of Children and Family Services
- Chief Information Officer

"To Enrich Lives Through Effective and Caring Service"

- State Franchise Tax Board (Ex Officio)
- California Department of Child Support Services (Ex Officio)

Members nominated by the Board should have some familiarity with child support programs and experience in one of the following areas:

- Attorney familiar with family or child support law
- Business and/or finance
- Data processing
- Member of a child support task force
- Aid to custodial parents

The CSAB is required to meet on a monthly basis, and members do not receive compensation. From January 1, 2002 to December 31, 2005 the CSAB held 45 meetings with an average attendance of 10.9 (64%) members per meeting. Estimated support costs of \$1,800 a year are paid by the Executive Office of the Board.

JUSTIFICATION

The following are examples of the CSAB's accomplishments over the evaluation period:

- Collaborated with CSSD management to design a Problem Identification Program to identify and help resolve CSSD case processing problems.
- Participated in a Customer Service Committee that reviewed CSSD's timeliness and effectiveness in handling incoming inquiries and complaints. The results included improved training and phone call response times at CSSD.
- Identified that not all Department of Public Social Services (DPSS) cases that were eligible for child support were being referred to CSSD. The two departments made significant improvements to the referral interface based on the CSAB's problem identification.
- Monitored, reviewed and provided recommendations to CSSD and the Board on the status of federal and State performance improvement measures.
- Submitted semi-annual reports to the Board detailing CSSD's performance, staffing levels, weaknesses and accomplishments.

The CSAB's goals for the next evaluation period are to:

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- Monitor and make recommendations to facilitate the transition of CSSD's collection and disbursement function to the State Disbursement Unit.
- Measure the effectiveness of the Business Process Redesign Program, which is intended to improve case management.
- Work with CSSD to improve the process for locating non-custodial parents' residences.
- Use the data generated by CSSD's Quality Assurance Performance Improvement Unit to identify weaknesses in case processing and recommend changes that could improve child support collections.

Please call if you have any questions.

JTM:MMO:JLS:MR

Attachments

- c: Lucy T. Eisenberg, Esq., Chair, Child Support Advisory Board
Philip L. Browning, Director, Child Support Services Department
Sachi A. Hamai, Executive Officer
Jim Corbett, Manager, Commission Services
Robin A. Guerrero, Chief, Board Operations

COMMISSION SUNSET REVIEW
LOS ANGELES COUNTY CHILD SUPPORT ADVISORY BOARD
REVIEW COMMENTS

Mission. (Does the mission statement agree with the Board of Supervisors' purpose and expectations?)

Stated mission is as set forth in the Board order creating the Child Support Advisory Board (CSAB). **CONCUR**

Section 1. Relevance (Is the mission still relevant and in agreement with the Board of Supervisors' purpose and expectations?)

The CSAB continues to work with the Los Angeles County Child Support Services Department (CSSD) to improve customer service and collections, and to meet performance standards set by the State and federal government.
RELEVANT

Section 2. Meetings and Attendance. (Are required meetings held and is attendance satisfactory?)

The CSAB is required to meet once per month. From January 1, 2002 to December 31, 2005, the Commission held 45 meetings and had an average attendance of 10.9 (64%) members. **SATISFACTORY**

Sections 3 and 4. Accomplishments and Results. (Are listed accomplishments and results significant?)

The following are examples of the CSAB's accomplishments over the last evaluation period:

- Collaborated with CSSD management to design a Problem Identification Program to address recurring CSSD case processing problems. The Problem Identification Program allows CSSD staff to identify case processing problems as they arise, and refer these problems to a Problem Identification Workgroup for review.
- Participated in a Customer Service Committee that reviewed CSSD's timeliness and effectiveness in handling incoming inquiries and complaints. The results included improved training and phone call response times at CSSD.

Attachment II

LOS ANGELES COUNTY CHILD SUPPORT ADVISORY BOARD ATTENDANCE RECORD

Commissioner	Nominated by	10/102	8/10/02	9/30/02	12/31/02	3/31/03	6/30/03	9/30/03	12/31/03	3/31/04	6/30/04	9/30/04	12/31/04	3/31/05	6/30/05	9/30/05	12/31/05	Totals	% Attended
	Number of Meetings per Quarter	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	45	
George J. Gaudys, Jr., Esq.	Molina							1	3	3	2	0	1	2	2	1	1	18	60%
Andi Vogt	Molina	0	0															0	0%
Jane Preese, Esq.	Molina	2	2	2	3	2		2	1	1	2	1	0	2	0	0	1	23	51%
John O. Murrell	Burke				0	0		3	1	1	2	2	2	0	2	1	0	17	47%
Linda Brackley-Walton	Burke	2	3	1														6	67%
Paula G. Lefkowitz	Burke							2	3	2	1	2	0	0	2	1	0	14	31%
Julie S. Pak	Burke	3	3															8	100%
Janice Kammer-Ramlik, Esq.	Yerostavsky																	3	43%
Betty L. Nockwind, Esq.	Yerostavsky	2	3	1	3	2		2	3	3	3	2	3	3	3	2	2	32	84%
Lucy T. Eisenberg, Esq.	Yerostavsky	3	3	2	3	3		3	3	2	3	1	3	3	3	2	2	42	93%
Maria G. Toforelli	Krabbe				2	0		3	1	2	1	2	3	2	2	2	1	23	64%
Laura Riggs	Krabbe	0	1															1	17%
Jean F. Cohen	Krabbe	2	3	2	3	2		2	2	2	2	2	3	1	3	0	2	33	73%
Reginald Brass	Antonovich	2	1	3	2	2		1	3	2	2	1	3	2	2	1	2	31	69%
Suzanne Spier	Antonovich	3	3	3	3	3		3	3	3	3	2	3	3	2	2	2	44	96%
Byron Yekomo	Director, DPSS																2	2	100%
Margaret Quinn	Director, DPSS	3	3	3	3	3		3	3	3	2	2	2	3	3	2	2	40	93%
Philip Browning	Deputy, CSSD	3	3	3	3	3		3	3	3	3	2	3	3	3	2	2	44	99%
David Jellen	Presiding Judge, LASC	2	3	1	1	2		3	1	2	1	1	1	3	3	2	0	28	62%
David E. Sanders, Ph.D.	Director, DCFS																0	14	57%
Marjorie Kelly	Director, DCFS																0	12	100%
Arlene M. Beck	Director, DCFS	3	1															4	67%
Jon W. Fulmeyer	CIO	3	1	2	1	3		2	3	1	1	0	2	2	2	2	2	29	64%
Debbie Shing	Franchise Tax Board	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	1	2%
Annette Sier	California State CSSD																1	10	77%
Nancy Stone	California State CSSD	1	0	1	0	1		1	3	2	2	1	2	2	3	3	1	14	44%
Totals		34	33	27	30	29	37	37	36	33	33	21	34	31	32	21	20	491	70.5

Average Attendance Per Meeting